

Baldrige Examiner Application FAQs

This FAQ list is designed to answer questions related to completing the online application to become a Baldrige examiner. For other questions about being a Baldrige examiner, or about the duties, responsibilities, or requirements for becoming a Baldrige examiner, please visit the Baldrige Web site: [Become an Examiner](#).

Q: What is the Examiner Application?

The Examiner Application is a Web-based system that allows new and returning Baldrige examiner applicants to login and apply to serve on the Malcolm Baldrige National Quality Award Board of Examiners for the upcoming cycle year.

Q: What are the system requirements for running this application?

The Examiner Application system is designed to be run using any standard browser: Google Chrome, Microsoft Internet Explorer 8+, Mozilla Firefox 5+, etc. If you are using a nonstandard browser or experience any trouble with the display of content in your browser, you may contact the Examiner Application Help Center at examappl@nist.gov to report these issues. JavaScript is also required to successfully run this application (see questions on JavaScript below for more details). This application has not been tested for usability on mobile devices.

Q: If I am a new applicant, how do I create an account?

New applicants should first review the [Become an Examiner](#) Web page including the links on the left of the screen to see if they qualify to serve on the Board of Examiners and determine if they can meet the time commitments and responsibilities. Then go to the [Examiner Application login page](#) and select the "Create Your Account" link. Follow the instructions for creating an account, and you will receive username and password information via two separate e-mails.

Q: I created a new account but did not receive any login information in my e-mail. How do I find this information?

Check your spam and e-mail settings to make sure you are able to receive e-mail from examappl@nist.gov. If you are unable to locate the login information, it's possible you entered an incorrect e-mail address. Contact the Examiner Application Help Center for further assistance: examappl@nist.gov.

Q: I am trying to create a new account, but it says my e-mail address already exists in the system. What does this mean?

If your e-mail address already exists in the system, it means that the e-mail address you entered is already linked to an existing account. If you have served or applied previously, it is possible that an account was already created for you. To obtain your username and password, contact the Examiner Application Help Center: examappl@nist.gov.

Q: If I am a returning applicant, how do I create an account? If you are a returning examiner who has previously served as a Baldrige examiner or a returning applicant who has previously applied to serve as a Baldrige examiner but was not selected, an account will be created for you. If you served or applied within the last 3 years, invitations to reapply may be sent on the opening day of the application to the e-mail address we currently have on file. Your username will be included in the welcome e-mail, and your temporary password will be sent in a separate e-mail. If you did not receive your username

and/or password, contact the Examiner Application Help Center at examappl@nist.gov.

Q: I am a returning examiner but I did not receive an invitation e-mail with login information. How do I find this information?

Check your spam and e-mail settings to make sure you are able to receive e-mail from examappl@nist.gov. If you are unable to locate the login information, it is possible the invitation was sent to an old e-mail address or your current information was not on file. Contact the Examiner Application Help Center examappl@nist.gov to update your e-mail address, and your invitation e-mail will be resent.

Note: *Invitations are generally sent automatically to examiners who have actively served within the last 3 years; if you did not receive an invitation but would still like to apply, contact Examiner Application Help Center examappl@nist.gov to request an invitation.*

Q: How do I reset my password?

Go to the [Examiner Application login page](#) and select the “Forgot Your Password?” link. You will be asked to enter the e-mail address associated with your account and to answer the profile questions that you created. Follow the instructions, and a new temporary password will be sent to your primary e-mail address. If you get an error message indicating that your e-mail address is not recognized by the system, make sure you are entering the same e-mail address you used when you created the account. If you cannot reset your password because you do not know or remember the answers to your profile questions, contact the Examiner Application Help Center for further assistance: examappl@nist.gov.

Q: How do I reset my username?

You cannot reset your username; they are generated automatically by the system. If you cannot remember your username, refer to your welcome e-mail or contact the Examiner Application Help Center for further assistance: examappl@nist.gov.

Q: How do I unlock my account?

If you have more than three unsuccessful login attempts, your account will be locked. You need to contact the Examiner Application Help Center to unlock your account: examappl@nist.gov.

Q: What are profile questions? In the Examiner Application, when you create a new account or when you login for the first time, you will be asked to create profile questions. Answers to these questions are not case sensitive and are subjective. Baldrige cannot validate their accuracy so you must be careful to enter them correctly without misspellings. You must remember the answers to your profile questions in the event that you need to reset your password. If you cannot remember the answers to your profile questions, contact the Examiner Application Help Center for further assistance: examappl@nist.gov.

Q: I am trying to login but nothing is happening or I am getting an error message. What do I do?

If you are unable to login and you are getting an error message that is not related to your username or password, the system may be temporarily down or your browser may have issues with the site. Please try different browser to login to the system. Otherwise, if possible, take a screen shot of the error you received or write it down, and contact the Examiner Application Help Center for further assistance: examappl@nist.gov.

Q: There is a message at the top of the login page that says “JavaScript is turned off.” What does this mean?

Follow the instructions in the error message to turn on JavaScript in your Web browser, usually found under Tools>Internet Options>Advanced. If you do not have rights to make changes to your computer settings or unable to turn on JavaScript, contact the Examiner Application Help Center for further assistance:

examappl@nist.gov.

Q: What will happen if I do not turn on JavaScript?

Some sections of the Examiner Online Application rely on JavaScript to validate and save data that you have entered. You may experience errors and difficulties saving or viewing this information if you login without JavaScript.

Q: I am trying to select my preferred mailing address, but no address information shows up for my home address or it is displayed incorrectly. What do I do?

The preferred mailing address page is prepopulated with data from your contact information page and your primary/most recent employment record. If your home address is not displayed or is being displayed with an error, please go to the contact information link from the menu on the left, update your home address information, and click “Save & Continue.” Return to the preferred mailing address page and verify that the correct address is now being displayed. If this has not resolved your issue, contact the Examiner Application Help Center for further assistance: examappl@nist.gov.

Q: I am trying to select my preferred mailing address, but no address information shows up for my work address, or it is displayed incorrectly. What do I do?

If your work address is not displaying or an old address is being displayed, please go to the employment information link from the menu on the left, and be sure your primary employment record has the most recent employment information. If the primary employment record is old and you have a new employer who is not listed in your employment history, select “Add New Employment” and check “Yes” option on the radio button that says “Primary Work?”. When you have saved this new record, return to the preferred mailing address page and verify that the correct address is now being displayed. If this has not resolved your issue, contact the Examiner Application Help Center for further assistance: examappl@nist.gov.

Q: My NAICS code does not appear in the complete list of NAICS codes. How do I enter my primary NAICS code?

All NAICS codes begin with a 2-digit sequence number followed by additional numbers that further specify the industry. Baldrige is only concerned about collecting the first 3-4 digits of NAICS codes that are relevant to the sector information being collected. If you have a 5- or 6-digit NAICS code, try inputting only the first 3-4 digits into the text box. You may see the complete list of NAICS codes on the application “NAICS Code” page to find the most relevant code. Contact the Examiner Application Help Center for further assistance with NAICS codes: examappl@nist.gov.

Q: My essay responses are not saving correctly. What do I do?

All essay text boxes are set to allow only plain text to be entered. This means that bold, italic, and other font formatting such as bullets will not be saved if you cut and paste them into the text area. If you enter information or cut and paste text into the essay field that is beyond the maximum field length, only the first

1,300 characters will be saved. You may use the character counter located beneath each essay box to make sure your essay is within this limit before you save.

Q: How can I spellcheck my essay responses?

Most Web browsers, such as IE and Firefox, provide automatic spellcheck and will display incorrectly spelled words with a red underline similar to Microsoft Word. Simply right click on the underlined word to see a list of suggested spellings. If this is not supported in your browser, simply copy your essay text into a Word document or other word-processing application and run the standard spellcheck, make any necessary corrections, and copy it back into your essay text field.

Q: How do I know if my recommenders have received the recommendation request e-mail?

From the recommendation provider page, you will see three status lines for each recommender you have listed: "Last E-mail Sent," "Started," and "Completed." If there is a date populated after the "Last E-mail Sent" line, an e-mail has been sent. If there is no e-mail sent, you must click on the "Send E-mail" link to send the automated request. You may use the same link to send reminder e-mails to your recommenders. However, we cannot track if an e-mail bounced back to the system or if the e-mail address you entered is incorrect, so it is always a good idea to call your recommendation providers and confirm that they have received the e-mail.

Q: Can I edit my recommenders' information if I have already sent them the request e-mail?

Yes. You may edit information until the recommender logs in and begins to complete his/her recommendation. As soon as you saved his/her record, a recommendation request e-mail will be sent to the recommender along with a new personal access code.

Q: How do recommendation providers access the online system?

Recommendation providers receive a unique personal access code via e-mail that will allow them to login and complete a recommendation on behalf of the requesting applicant. If a recommendation provider has been asked to provide recommendations for more than one applicant, they will receive multiple e-mails each with a specific personal access code. They will need to login with each access code to submit a recommendation for each applicant.

Q: Can my recommender edit or change my recommendation once it has been submitted?

No. Once the recommendation has been submitted, it can no longer be accessed using the online system. If your recommender needs to make an important correction to your recommendation, please ask him/her to contact the Examiner Application Help Center: examappl@nist.gov.

Q: What does it mean if an applicant has waived the right to view the recommendation?

If applicants have waived their right to review recommendations, this means that they cannot request a copy of the recommendation that was submitted. If they have not waived their right, they may contact the Baldrige office, to receive a copy of the recommendation if they do so within the required time frame. No

recommendations will be sent to applicants until after the selection process is complete and only upon direct request from the applicant.

Q: Can I delete a recommendation provider after he/she has submitted a recommendation?

No. Baldrige will review the two newest recommendations that are received. You cannot delete a recommender after he/she has already submitted.

Q: If I requested more than two recommendations and have already received two back, what happens to the rest of the recommendation requests?

Unless you cancel/delete the remaining recommendation providers, they will still be allowed to access the system until the submission deadline and submit a recommendation. The two newest recommendations will be considered during selection.

Q: How do I know if all of my recommendations have been received?

Applicants will receive an automatic e-mail confirmation after each recommendation provider has submitted his/her recommendation. Applicants may also log back into the application to review the status of their recommendations and send reminder e-mails as necessary.

Q: Can I add or change recommendation providers after I have submitted my application?

Yes. You may log back into the application up until the submission deadline to track the status of your recommendations. You may add/delete recommenders until you have received two recommendations.

Q: I have completed all the applicant information, but my application status says “Incomplete,” and the “Submit Application” button is disabled. How do I submit my application?

Look at the menu items in the left navigation box to ensure that each item has a check next to it. If you have a section without a check mark, click on that page, and verify that all the information is complete. Some pages have a check box that you must check to indicate that the section is complete. Make sure that this box is also checked, and then save the page. A check mark should now appear next to that section. Repeat this for any section that does not have a check mark. Once all sections have a check mark, your application status should change to “complete,” the “Submit Application” button should be enabled, and you will be able to submit the application. If this has not resolved your issue, contact the Examiner Help Center for further assistance: examappl@nist.gov.

Q: How do I save a copy of my application?

Click the “Print Your Application Summary” link on the review application page or on the submission confirmation page. Your application summary should display in a new window in pdf format. Click the save icon at the top of the new window to save the file to your local desktop.

Q: Can I log back in after I have submitted my application?

Yes. You may log back in until the submission deadline. After you have submitted your application, the only actions you may take are to print or save a copy of your application, or if you are a new applicant, you may also manage your recommendation providers. You may not edit or make changes to your application after it

has been submitted. If you want to update your information, contact the Examiner Application Help Center: examappl@nist.gov.

Q: What if I move to a new address or change employers after I have submitted my application?

If you are selected to serve on the Board of Examiners, you will be asked to complete some additional information online. You will have an opportunity at this time to verify/update your contact and employment information as well as preferred mailing address. If you need to make an immediate change to your contact information, especially to update the e-mail address, you may contact the Examiner Application Help Center for further assistance until the application deadline. After the application deadline, contact Baldrige Customer Service at 877-237-9064 (option 5) to update your information.